

# U.S. Embassy Citizen Outreach



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## Ambassador Robert Bradtke Bids Farewell to Croatia



Ambassador Bradtke speaks during the July 4 Reception in Zagreb

**Zagreb** –Ambassador Robert A. Bradtke ended his term as the U.S. Ambassador to the Republic of Croatia July 17, 2009.

“Over the past three years, it has been my privilege to serve in Zagreb when the strong ties of friendship between the United States and Croatia became the unbreakable bond of allies in NATO,” Ambassador Bradtke said during the July 4 Embassy reception.

Bradtke cited important achievements between the United States and Croatia such as training Afghan National Army personnel in Afghanistan and U.S.-Croatian cooperation on the United Nations Security Council.

He also discussed the recent partnership between Croatian and U.S. business communities and the Croatian Ministry of Education and Science to create a scholarship program for Croatian students to study in the United States. Bradtke departed Croatia on July 18. Following his departure, Deputy Chief of Mission Vivian S. Walker assumed the duties of Charge d’Affaires.

The United States Senate confirmed the nomination of James B. Foley August 7 as the next U.S. Ambassador to Croatia. Ambassador Foley is a career member of the Senior Foreign Service and has served since 2007 as the State Department’s Senior Coordinator for Iraqi Refugee Issues, working to alleviate the plight of several million Iraqis displaced by the war. He is expected to arrive in Zagreb this September.



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### Citizen Services Unit to Offer New Hours and Appointment System

**Zagreb** -- The American Citizen Services (ACS) Unit will offer new hours for our clients beginning September 1, 2009. Consular personnel will be available to assist our clients on Mondays, Tuesdays, and Thursdays from 1:00 p.m. to 3:00 p.m. by appointment and on Wednesdays from 9:00-11:00 a.m. and 1:00 to 3:00 p.m. From this date, we will accept clients only by appointment during ACS hours, except for Emergency cases.

The appointment system will be available on our website at <http://zagreb.usembassy.gov/service.html> and our clients will be able to make their appointment online and review the necessary documents they will need to bring in order for us to expeditiously deliver our services.

The appointment system is in place at many of our Embassies in the region and has improved efficiency by reducing client wait times and unnecessary return trips to bring additional documentation for services. We will accept Emergency ACS services to U.S. Citizens at anytime. As always, we recommend for U.S. citizens to bring their passports for identification and easy access to the Consular section.

## Schools Are Out, Libraries are In

### U.S. Embassy Supports Croatian Libraries

**Zagreb**—As a part of Embassy Zagreb's Library Outreach Program, APAAO Ken Wetzel, Summer Intern Katie Beall, and IRC Director Maca Bahlen recently visited public libraries in Duga Resa, Ogulin, Krapinje and Krapinje Toplice. Since 2007, the Public Affairs Section has visited 21 libraries under this outreach program, which focuses on improving connections with communities in lesser-developed and war-impacted regions. The visits often include courtesy calls with local politicians such as members of the city council or the mayor's office and frequently generate local media coverage. In visits to local libraries, the IRC donates English language materials, including Sabre Foundation books, world book encyclopedias, almanacs, periodicals donated by the embassy community, information about NATO, IIP publications and posters, etc. Planting a seed for future contact, initial visits serve to generate requests for embassy speakers as well as visits to the chancery under the embassy "inreach" program.



Cultural Affairs Officer Ken Wetzel explains to media U.S. Embassy support for Croatian libraries

## Teaching Tolerance through English Summer Camp



Participants at U.S. funded English Summer Camp

**Zagreb** — The U.S. Embassy funded Croatian elementary school students from Vukovar and Orehovica to attend a summer camp in Balatonlelle, Hungary from August 1-15, 2009. The program brought English teachers and students from 11 Central and Eastern European countries and increased tolerance and mutual-understanding at their multi-ethnic schools through teaching English. Students and teachers participated in morning workshop sessions and participated in sports, arts and intercultural activities. U.S. Embassy Zagreb continued its work on reconciliation between Croa-

tian ethnic communities from the Vukovar regions, and the Roma community in northern Croatia.

## CONSULAR CORNER

### Non-Immigrant Visas and Petition Based Visas Fees to Increase

**Zagreb** -- The Consular section expects the fee for U.S. Non-Immigrant Visas to increase in October 2009. Information on the new price scale is currently not available but we will announce it once the information becomes available.

The proposed fee increase will affect all categories of Non-Immigrant Visas, such as tourism, study and exchange visas. However, prices of petition based visas from the following categories : H – temporary worker and trainee, L – intercompany transfer, O – persons of extraordinary ability, P- performers, R – religious workers, E—traders and investors, and K – fiancée will be higher because of the greater amount of time needed to process these visas.

Our visa clients will still be able to pay the MRV fee through Zagrebačka Banka, however, applicants for petition based visas will pay any additional amount at the Embassy consular section prior to their interviews.

For additional information, please see: <http://zagreb.usembassy.gov/visas.html> and the U.S. Department of State's Bureau of Consular Affairs at <http://travel.state.gov>

Vote!

Though there are no regularly scheduled Federal elections being held in 2009, there are a number of state elections and special Federal elections that will be held during the year. Here are the current list of elections scheduled as of August 1, 2009:

- **November 3:** State General Elections in New Jersey and Virginia
- **November 7:** The Commonwealth of Northern Mariana Islands.

Additionally, your state or locality may also be holding local elections during the year.

Information on state and local elections being held this year is available from your state election website. Links to these sites can be found at FVAP's website at <http://www.fvap.gov>.

### Embassy Zagreb Welcomes New Consul

Zagreb -- The Embassy welcomes its new Consul Sam Healy to Zagreb. As the Chief of the Consular Section, Mr. Healy will lead the section responsible for American Citizen Services and visa operations in Croatia. Mr. Healy most recently served in as the regional refugee coordinator at the U.S. Embassy in Addis Ababa, Ethiopia. Previously, Healy has also served in consular positions at Embassy Windhoek in Namibia and Embassy Conakry in Guinea.



**U**.S. citizens visiting and residing in Croatia are encouraged to register through the U.S. Department of State's automated online registration system: <https://travelregistration.state.gov>. Registration allows the Embassy to contact you in an emergency or let you know if someone in the U.S. is trying to reach you.

We also recommend that you leave a copy of your itinerary with someone in the United States.

**Note:** In accordance with the Privacy Act, information on your welfare or whereabouts will not be released without your written authorization.

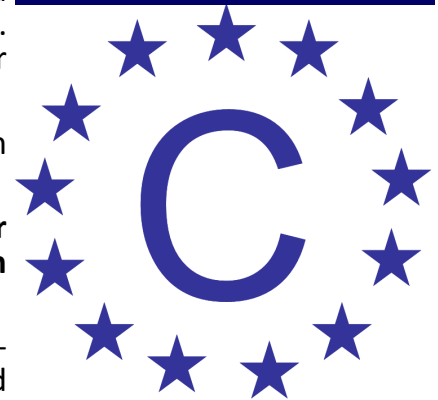
For general information on traveling overseas, please see the Department of State's **Tips for Traveling Abroad**. You can also find other information useful for travelers as well as country specific information at <http://www.travel.state.gov>.

**Warden System:** The Warden System provides a way for the Embassy to contact U.S. citizens in the event of an emergency, disaster or threat as well as to distribute other information of interest to the private U.S. community. Wardens are U.S. citizens who volunteer their assistance to pass on information from the Embassy. In consideration of privacy concerns, wardens sign an agreement to safeguard any information about U.S. citizens in their warden district.

If you would like to serve as a warden in Croatia or have any other questions about our Warden System, please contact the Consular Section at the U.S. Embassy in Zagreb, Tel. 01-661-2276 or 661-2233.

**Emails and Text Messages:** We are modernizing our Warden System to use email addresses and cell phone numbers (for text messages) to reach U.S. citizens in case of an emergency. In an emergency, a consular officer will send a short text message to let you know what is going on and where you can find more information. Complete warden messages will still be posted on our website at <http://Zagreb.usembassy.gov>. To be a part of our network, please send us your cell phone number and email address if you have not done so already.

## Registration information



### Contact us

If you have a question for the U.S. Embassy staff or an idea for an article in a future edition, write to us at:

[ConsularZagreb@state.gov](mailto:ConsularZagreb@state.gov)



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We're on the Web!

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